



THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

Boston, MA 02110
(617) 305-3500

MITT ROMNEY
GOVERNOR

KERRY HEALEY
LIEUTENANT GOVERNOR

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DIRECTOR
OFFICE OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

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December 23, 2003

Sprint
P.O. Box 569290
Executive Consumer Services
Dallas, TX 75356-9290

Re: Notice of Hearing for Slamming Complaint
Telephone Number: 781-598-6833
Docket Number: 03-04-30

Dear Sprint,

Ali Zangiband has notified the Department of Telecommunications and Energy that his service provider was changed without authorization and has requested a formal hearing.

A letter was mailed to Sprint on November 20, 2003, which served as formal notification that a complaint was filed with the Department of Telecommunications and Energy and that each carrier was, by law, expected to address the matter within fifteen business days of the complaint. The fifteen business days has lapsed and under M.G.L. c. 93 '§§' 110 (f)(i) and (j), the Department is required to hold a hearing to determine whether the consumer's original telecommunications provider was switched without proper authorization.

As the DTE has not heard from you on this matter, a hearing is scheduled for **Thursday, January 8, 2004 at 2:00 P.M.** and is to be held in the offices of the Department of Telecommunications and Energy at One South Station in Boston. The Department will consider all information and evidence provided by each company and the consumer to reach a decision.

If you have any questions regarding this case, please contact Andrea Saia, Esq. at 617-305-3612 or Kevin Penders, Esq. at 617-305-3624.